

CAA Quality Standards Reporting LDY – October 2017 – March 2018

Departing

	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRM's		97	78	92	89	56	70
	5mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	10mins	90%	0%	0%	0%	0%	0%	0%
	20mins	100%	0%	0%	0%	0%	0%	0%
Non pre-booked	Numbers of PRM's		15	12	11	3	11	3
	25mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35mins	90%	0%	0%	0%	0%	0%	0%
	45mins	100%	0%	0%	0%	0%	0%	0%

Missed Flights: No PRM's missed their flight for the period April– September 2017

Arriving

	Standard (time assistance available at gate from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRM's		80	70	74	72	51	69
	5mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	10mins	90%	0%	0%	0%	0%	0%	0%
	20mins	100%	0%	0%	0%	0%	0%	0%

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	Numbers of PRM's		1	2	0	0	0	0
Non pre-booked	25mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35mins	90%	0%	0%	0%	0%	0%	0%
	45mins	100%	0%	0%	0%	0%	0%	0%